



# myNAUmoments Loyalty Programme Regulations

# Regulations of the myNAUmoments Loyalty Programme

## 1. TERMS AND CONDITIONS

- 1.1. These regulations refer to the myNAUmoments Loyalty Programme which bestows benefits to its members who are customers of the NAU Hotels & Resorts Group. These benefits only apply on direct reservations in our website or through our Bookings Department, and as long as the member identifies itself with its membership number during the booking procedure.
- 1.2. Any Individual over 18 years old can join the club. Only Individual members are allowed (does not apply to companies/corporate bookings). After applying and accepting its terms and conditions, a virtual card and respective number will be attributed. When applying, the member can also request the issue of a physical card.
- 1.3. The programme's participation and benefits are personal and non-transferable and cannot be assigned to others.
- 1.4. By accepting to join the myNAUmoments programme, the member is also accepting the treatment of her/his personal data so that the communications can be made taking into account this personal tastes/features and preferences;
- 1.5. Members should ensure that their contact details and profile are kept up to date, by using her/his dedicated private area for the effect on the website [www.nauhotels.com](http://www.nauhotels.com) and can terminate their participation at any time merely by communicating this in writing to any NAU Hotel or by e-mail to [marketing@nauhotels.com](mailto:marketing@nauhotels.com) 30 days in advance of the date when it should take effect.
- 1.6. Under no circumstances can the points credited on the member's myNAUmoments be converted into money, vouchers or other benefit not established in the present regulation.

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## 2. CONDITIONS FOR USE OF THE CARD

- 2.1. The myNAUmoments card, virtual or physical (according to the customer's wishes), is personal and non-transferable, being the property of the NAU Hotels Group.
- 2.2. If the physical card is lost or goes astray more than twice, the issue of the new physical card requires payment of a rate of €25 or equivalent in points (1.820 points) to be deducted from the respective card of the member.

## 3. BENEFITS

- 3.1. When booking accommodation, provided that the member has logged into the member area via the website [www.nauhotels.com](http://www.nauhotels.com) or identified her/himself by her/his member number via the booking centre, the member will have access to a special price with a discount according to her/his membership level (Classic, Premium or Diamond). Reservations of members that are not made Direct (in our website or through our Booking Department) do not have access to member discount or accrual of points in that stay.
- 3.2. For every 1 euro spent in booking Accommodation or for every 2 euros spent in F&B, SPA, Room Service or Laundry, the member's card account will be credited by 1 point. F&B or SPA expenses that are paid directly by the customer without allocation of her/his room number can also give rise to points on the member's card account but their accumulation must be claimed by the customer at her/his private member area on the website [Nauhotels.com](http://Nauhotels.com), accompanied by the respective

invoices with the member's name and taxpayer number. Only Individual name invoices (member name) can be claimed. The deadline for claiming these points is 30 days after the checkout date/invoice issuance.

- 3.3. Additional points will be credited in campaigns/periodic actions as defined by the administration of the myNAUmoments programme and duly informed by e-mail, website, SMS or newsletter.
- 3.4. Members will also have access to specific partnerships that will be disclosed to them by the means described above in point 3.

#### **4. CONDITIONS FOR USE OF THE BENEFITS**

- 4.1. The use of the benefits of the Loyalty Programme is conditional on the member's identification both upon booking and when using the benefits. The member should also inform her/his membership number.
- 4.2. The intention to redeem points and respective amount must be informed when booking the accommodation.
- 4.3. In order to accumulate F&B or SPA points that does not consist of consumption allocated to the room number, and as noted above in point 3.1., the member should ask for an invoice with name and taxpayer number and should subsequently send it via her/his online private area as points claimed. If the member is unable to do so, then the properly identified invoices and her/his membership number should be sent to [marketing@nauhotels.com](mailto:marketing@nauhotels.com). Only Individual name invoices (member name) can be claimed. The deadline for claiming these points is 30 days after the checkout date/invoice issuance.

#### **5. OBTAINING OF POINTS**

- 5.1. As indicated in points 3.2 and 3.3.
- 5.2. The credited points, whether after payment of the booking or after claiming points in the customer area (from consumption not allocated to rooms) will only be valid for redemption in accommodation booking after the operation\credit.
- 5.3. Points cannot be accumulated when the consumption derives from any of the situations described below:
  - 5.3.1. Banquets or any corporate dinner or of similar origin, Groups or others that are not invoiced in the individual name of the member. There is no accumulation of points in invoices that are in the name of someone other than the member of the myNAUmoments programme;
  - 5.3.2. Hire of rooms;
  - 5.3.3. Payment of services other than F&B\restaurant, SPA, Laundry or Room Service or that occurred at the hotels but were services provided by third parties (e.g. SPA of Hotel Lago Montargil & Villas, Liquid Lounge Bar of the L14 complex at Herdade dos Salgados, others that are not directly operated by the NAU Hotels & Resorts Group, such as hair dressers, shops/boutiques, kids clubs);
  - 5.3.4. Tips to the employees of NAU Hotels & Resorts;
  - 5.3.5. Disbursements paid at the Hotels and Resorts, such as costs related to shuttles, taxis, pharmacies, etc.;
  - 5.3.6. Municipal tourist rates;
  - 5.3.7. Purchase of a gift voucher or when booking for third parties (even when requesting an invoice in the member's name).

- 5.4. The points credited to myNAUmoments members will correspond exclusively to consumption relative to their stay and that of their children less than 18 years old.
- 5.5. When the stay is paid by third parties, the points will only be credited to the account of the member (benefiting from the stay) when this member makes direct payments (requesting the name and taxpayer number on the invoice and applying for subsequent redemption). If the stay is not paid/invoiced in the member's name there will be no entitlement to the accumulation of points.

## **6. BOOKING WITH REDEMPTION OF POINTS**

- 6.1. The redemption/use of points is only permitted in booking Accommodation.
- 6.2. The indication of the nº of points to be redeemed should be made at the moment of the reservation.
- 6.3. In booking accommodation, the redemption of points, if existing in the member's account, can go up to 100% of the accommodation (excluding all other services) in NAU Hotels Group hotels.
- 6.4. Points accumulated at a NAU hotel can be used in any booking of accommodation at any hotel of the NAU Group/Trademark.
- 6.5. Cancelled bookings within the cancellation period will have the points re-credited to the customer's account but this movement will take at least 48h to take effect.
- 6.6. Cancelled Bookings with penalty conditions (non-refundable Reservations or out of the cancellation period) points will not be refundable.

## **7. VALIDITY OF THE POINTS**

- 7.1. The points are credited on the day of the payment of the respective booking and are valid for 2 years (24 months) counted from that day. At the end of this time the points that were not used will no longer be valid.
- 7.2. NAU Hotels & Resorts reserves the right to offer different expiry conditions for points that are attributed in promotions, campaigns or other marketing actions.

## **8. COMMUNICATIONS TO THE MEMBERS**

- 8.1. NAU Hotels & Resorts can communicate with its members by physical mail, SMS, e-mail or newsletter, provided that the members have given consent in their Application or subsequently in their private area on the website [www.nauhotels.com](http://www.nauhotels.com)

## **9. CANCELLATION AND CHANGES TO THE PROGRAMME**

- 9.1. The NAU Hotels & Resorts Group reserves the right to cancel or change the conditions of the Loyalty Programme, partially or totally, at any time, undertaking to do its best to promptly inform the programme members about the content and effective date of the changes.
- 9.2. The NAU Hotels & Resorts Group reserves the right to create specific rules for this programme according to the country or geographic area where applicable.
- 9.3. If the Loyalty Programme is annulled, the points that the members have in credit will be automatically cancelled, without right to indemnity, and cannot be converted into money or other form of compensation.
- 9.4. The NAU Hotels & Resorts Group reserves the right to cancel the participation of members that make improper use of its credit and benefits, in breach of the provisions in the present regulations.

## 10. ERRORS AND COMPLAINTS

- 10.1. The NAU Hotels & Resorts Group will not be held accountable for the correspondence that has gone astray or delays in postal deliveries and reserves the right to change the policies on points, the descriptions or promotional material sent to the members.
- 10.2. Any complaint of Programme Members on the crediting and use of points or other benefits should be submitted in the customer's private area on the website [www.nauhotels.com](http://www.nauhotels.com) in the area for claiming points, or at the respective hotel or by sending an e-mail to [marketing@nauhotels.com](mailto:marketing@nauhotels.com), attaching the respective invoices/documents supporting the complaint.
- 10.3. The time limit for complaints relative to the crediting of points is 90 days counted from the date of the corresponding invoice, after which this right expires.